



MISSOURI Rural Development

MULTI-FAMILY HOUSING NEWS

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December

PROGRAM DIRECTOR'S COMMENTS – JANIE DUNNING

We have seen a lot of changes this past year including me becoming the new director of the Multi-Family Housing Program. I am happy to report that because of everyone's hard work and dedication, we have seen some good things happening in the Rural Rental Housing program. Even with our limited loan funds, we were able to make 8 repair loans this year totaling \$1,467,920. This will improve the quality of lives for 158 households throughout Missouri. In addition to this, we funded approximately \$15,014,148 in rental assistance. We also partnered with the Missouri Housing Development Commission (MHDC) to repair another 11 properties in rural Missouri. This has been a very rewarding joint venture and we hope to see more opportunities like these in the future. Rural Development values this partnership with MHDC and we extend our thanks to them.

Probably the biggest change that has happened with our program was centralizing the processing of payments and tenant certifications. As of December 1, we are now processing payments for approximately 740 borrowers. I am enjoying this new and exciting challenge. I want to emphasize that customer service is our top priority and we hope the transition has been smooth for you on your end. I know that you as a customer may not receive the answer you are always wanting, but at all times I expect my staff to be responsive and treat everyone in a professional and courteous manner. My door is always open and if at any time you wish to visit with me either in person or by phone, please give me a call. My direct phone number is 573-876-0981.

MINC IS THE WAY TO GO

As with everything else, change is inevitable. In this day and age of computer technology, our Agency is trying to find easier ways for our customers to conduct business. One such change is the ability of all Multi-Family Housing borrowers to transmit tenant certifications and budgets directly to our office by using the Management Interactive Network Connection

(MINC) system. This system is web based and requires an ID that you can request from our office. This is at no cost to you unless you choose to purchase software. The MINC ID is tied to the Management Company/Agent and not the complex itself so you only need one ID even if you manage several properties. A letter recently went out to management companies with the details about MINC and how to request an ID. If you should have any questions or did not receive your letter, please contact our office and we will be glad to assist you.

2004 PROPOSED BUDGETS

Special thanks to those borrowers who submitted their proposed 2004 budget timely. To date, we have received 794 budgets and 669 of these have already been approved. We appreciate everyone's cooperation and effort in giving this your special attention this year. This means that there are approximately 110 borrowers who have not yet submitted their budget. For those borrowers who have not submitted their budget, you will probably be receiving a reminder

from the Area Office as to the importance of meeting these timeframes. Again, thanks to you and our field offices for the hard work!

POLICY CORNER

Reserve Account Policy – When submitting requests for use of reserve funds, all borrowers must use RRH Guide 56, Reserve Withdrawal Request. When a request has been approved by the appropriate Rural Development servicing office and the work is completed, the borrower must submit a check made out to the vendor for our countersignature. We will no longer countersign withdrawal slips. If you have been providing a withdrawal slip for our countersignature instead of a check, you will have 30 days from the date of this newsletter to make arrangements with your bank to have checks printed. We apologize for any inconvenience this may cause, but regulations require us to countersign the *check* made out to the vendor.



Left to right: Colleen James, Frank Classens, Linda Bray, Nonna Ross, Rachel Hartman, Rachelle Long, and our Director, Janie Dunning.

Laundry Lease - Did you know that if you are going to enter into a laundry lease with a laundry company, that prior approval of Rural Development is required? Please refer to RD Instruction 1965-B, 1965.61 (e). Leasing of property serving as security for multiple family housing loans is not authorized. The State Director can authorize leases only for certain cases. We can approve laundry leases if certain conditions have been met. If you have currently entered into a lease without our approval, please contact your Area Office to find out what steps need to be taken to correct this problem.

Website Did you know that all of our regulations and administrative notices can be found on our Missouri Rural Development website??? The URL is:
<http://www.rurdev.usda.gov/mo/regulations.htm>.

MONITEAU HOUSING RECEIVES CDBG GRANT

Congratulations to Moniteau Housing Complex in Rocheport, Missouri, for receiving a Community Development Block Grant (CDBG) to construct a new building to house laundry facilities, a meeting room and 2 apartments, 1 to be completely accessible.

CONGRATULATIONS!



Elsie Leake, shown above, celebrated her 100th birthday on November 3, 2003! In addition to this lifetime milestone, Elsie has been a resident of Monroe City Senior Housing, a Rural Development financed multi-family complex, for 26 years. Missouri Rural Development congratulates Elsie and wishes her continued happiness and contentment!

Ms. Leake said, "Monroe City Senior Housing has been my home for many years. Even though I shed some tears when I left my farmhouse, this is where I belong. I appreciate all those people that helped me have a nice, safe and warm place to live."

Elsie spends her day reading, doing embroidery, working crossword puzzles, working with her flowers, playing 10 point pitch and playing Yahtzee. She enjoys traveling with friends and playing in card tournaments. She definitely enjoys life and brightens the day for those she comes in contact with. She is most proud of her five children, 25 grand children, 45 great grand children, and 13 great-great grand children plus a large number of other family and friends.

The apartment Elsie lives in opened on December 1, 1977. This is the result of a non profit corporation that was established to seek federal financial assistance to help those 62 years (or older) or with a disability with decent, safe and sanitary housing at a reasonable cost. USDA Rural Development, formerly Farmers Home Administration, provided the financing with a 1% loan with repayment amortized over 50 years

In addition to Ms. Leake, Rural Development has determined that there are 16 residents that are 100 years of age or older living in the senior citizen multi-family housing complexes financed by USDA. Additionally, of the 20,000 Missouri tenants, 45 have occupied an apartment for 25 years or longer.

CENTRALIZED PROCESSING CENTER (CPC)

We are "up" and running full force. All Areas, except Area 3 (Clinton), are now centralized in the Rural Development State Office in Columbia. We anticipate Area 3 becoming centralized in January 2004. We want to extend our thanks to the borrowers and management companies that have already made the transition and look forward to working with Area 3.

Linda Bray (573-876-9330) is currently the contact for those who previously sent payments and tenant certifications to the Area Offices in **St. Joseph, Dexter and Farmington.**

Frank Classens (573-876-9302) is currently the contact for those who previously sent payments and tenant certifications to the Area Offices in **Springfield and Houston.**

Rachel Hartman (573-876-9307) is currently the contact for those sending payments and tenant certifications to **Kirkville**, and will be the contact for **Area 3, Clinton.**

*******DATES TO REMEMBER:*******

- ❖ **Payments** are due in the CPC on the **1st** of each month.
- ❖ Please send your payments, Tenant Certifications, Vacate Notices, etc. to: USDA Rural Development, **Attn: MFH Centralized Processing Center**, 601 Business Loop 70 West, Parkade Center, Suite 235, Columbia, MO 65203.
- ❖ **Tenant Certifications – New move-ins** are due to the CPC by the **1st** of the month for tenants who move in on or before the 23rd of the previous month and by the 10th of the month for tenants who move in between the 24th and the last day of the previous month. **Re-certifications** are due by the **1st** if sending by mail and by the **10th** if transmitting via the computer.
- ❖ All Project Worksheets - will be mailed or emailed to you by the **20th** of each month. If you do not receive them by the **25th**, please notify your contact as soon as possible to avoid late payments.

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